



PRODUCT: ALL

SERVICE ADVISORY #018

DATE: December 26, 1984

Subject COMPAQ^R DEALER SUPPORT "HOTLINE" OPERATIONAL CHANGES

Effective January 7, 1985, the COMPAQ Dealer Support Center phone systems will be automated to better serve and support our Authorized Dealer's needs.

The current phone systems will be changed in the following way:

- O The phone number for **ALL** Authorized Dealers (including Texas) will be 1-800-231-9977
- O Operating hours for the COMPAQ Dealer Support Center will be 8 am to 7 pm Central Standard time (6 am to 5 pm Pacific Standard Time)
- O Call routing will be totally automated. Authorized Dealers calling in will be routed to either Technical Support or Service Administration by use of "Touch Tone" ** Phone Key recognition.
The key codes are: 1 -- Technical Support
 2 -- Administrative / RMA's and Parts Order
- O Please have your Authorized Dealer ID number ready as all support services are keyed to that number. We will be unable to provide assistance to you without the Authorized Dealer ID number. If you do not know your number, please contact your COMPAQ Computer Corporation District Sales Manager for assistance in obtaining it.

NOTE: If you are in an area which does not have "Touch Tone" service, please stay on the line at the conclusion of the recorded message and an operator will intercept the call and route it manually.

EXAMPLE: An Authorized Dealer calls the COMPAQ Dealer Support Center at 1-800-231-9977 and wishes to receive technical assistance. When the recorded message requests what type of help is required the Dealer will depress the number 1 on his "Touch Tone" phone. The call will then be automatically forwarded to the Technical Support Department and placed in the queue for the next available Technical Support Representative. Do not hang up and dial again, as you will then go to the end of the queue.

The benefits of using this type of Call Management and Routing system will be faster access to Technical/Administrative Support Personnel and less time on hold for all our Authorized Dealers. If further clarification is required, please contact the COMPAQ Dealer Support Center at:

1-800-231-9977 (All Authorized Dealers)

Telex: 795437

A/B: COMPAQCOMP HOU (Houston, TX)

Telex: 84117898630

A/B: COMPAQ TTX D (German Headquarters)

49-89-926 970

Telex: 889126 (United Kingdom Headquarters)

A/B: COMPAQ G

44-1-940 8770

Telex: 642066 F (France Headquarters)

Attn: COMPAQ

011-33-1-2669075

416-449-8741 (Canada Headquarters)

CC: Store Manager